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管理 · 專業服務 · 重視家庭



INTEGRATED ELDERLY CARE SERVICES

綜合長者照顧服務

CFSC



Integrated Elderly Care Services

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服務綜述

綜合長者照顧服務是一個完整的服務系統，包涵了社區服務、家居及日間照顧服務和院舍住宿服務。在這個完整的系統中，長者可按著年紀漸長而不斷轉變的體弱程度，獲得適切的照顧。為回應社區安老的政策方向，我們一向致力建設一個便利長者的社區環境；我們無論在社區服務或住宿服務中，皆透過與更多不同社區夥伴的協作，令服務更加全備適切。今年，我們有更多的機會在本地和國際層面的平台上，與業界同工分享我們過去努力的成果。總結了這些經驗，我們更具信心來迎接香港人口老化的挑戰。

Service Overview

Our Integrated Elderly Care Services is a continuum of services embracing the community services, home care and day care services as well as residential care service, in which, our elderly users can be taken care of by our different services as they are aging and having different frailty in life. To echo the policy objective of “aging in place”, we have been putting efforts to develop an elderly friendly community by working more on community collaboration, both in the community care and the residential service setting. In this year, we had more opportunities to share the outcomes of our efforts both in the local and the international platforms. Consolidating the previous experience, we developed more confidence as a service provider to face the challenge of aging population in Hong Kong.

新計劃

「翠林長者日間護理中心」

本會於是年度成功投得位處將軍澳翠林邨的長者日間護理中心，此為本會開辦同類服務單位的第五間，並首次將此服務擴展至將軍澳及西貢區，誠為區內的長者及護老者提供適切的日間服務。該中心的營運規模較大，設有 60 個一般名額和 5 個暫託名額，服務內容包括個人日常起居照顧、健康護理、復康訓練、社交康樂活動、護老者支援、膳食和接載等。單位現正進行裝修工程，預計 2011 年 5 月完成及正式投入服務。

New Projects

Tsui Lam Day Care Centre for the Elderly

This year, we succeeded in bidding the new day care centre for the elderly located at Tsui Lam Estate of Tseung Kwan O. It was the fifth day care centre of the Agency and it also signified our first attempt to extend the service to Tseung Kwan O and Sai Kung districts. We would endeavor to render suitable day services meeting the needs of the elderly and their care-givers living in the said districts. The unit was relatively larger in scale with a capacity of 60 for normal service users and 5 for those who were in need of respite service. Our services would include personal care, health care, rehabilitation training, social and recreational activities, support for caregivers, provision of meals and transportation, etc. At present, the unit was undergoing renovation. It was expected that all fittings-out works would be completed in May 2011 and that the service would be commenced subsequently.

開展「智存記憶及 認知訓練中心」(MCT)

本年本會成功得到中國銀行（香港）贊助成立了智存記憶及認知訓練中心(MCT)，由2010年11月開始服務輕度認知障礙和初期至中期的老年痴呆症患者。提供的服務包括：專業評估、中心訓練、到戶家居訓練及教育活動。至2011年3月31日，已有90人受益。中心現在緊密地與教育專業人員協會、長者安居服務協會管家易及聯合醫院職業治療部合作，接受轉介。

Setting Up of the Mind-Lock Memory and Cognitive Training Centre (MCT)

We succeeded in applying seed money from the Bank Of China (Hong Kong) to set up the MCT Centre. It started the service for the mild cognitive impaired patients and the early to middle stage dementia patients in November 2010. Services provided included professional cognitive assessment, centre-based training, in-home training and mass education programmes. By March 31, 2011, there were 90 people benefited. Close collaboration was developed with the Teachers Association, EasyHome of the SCHSA and the Department of Occupational Therapy of the United Christian Hospital. Frequent referrals were received.



本會職業治療師悉心指導老年痴呆症患者進行認知能力訓練活動。

Services included professional cognitive assessment and centre-based training were provided to dementia patients.

屋邨外展患有 早期老年痴呆症的隱蔽長者計劃

真光苑長者地區中心透過「翠屏（南）邨管理諮詢委員會」獲香港房屋委員會的資助，定期於翠屏（南）邨設置流動服務諮詢站，並透過簡單的健康測試及記憶力測驗，及早識別患有早期老年痴呆症的隱蔽長者，以作適切的服務轉介及跟進。

Outreaching Project for Hidden Elders with Dementia at Early Stage

Through Tsui Ping (South) Estate Management Advisory Committee, True Light Villa DECC got sponsorship from the Hong Kong Housing Authority to set up mobile service booth at Tsui Ping (South) Estate regularly. Various activities such as simple health check and memory test would be provided for elders at the booth in order to make early identification of hidden elders with demented symptoms at early stage and then make appropriate service arrangement or referrals.

香薰治療

為改善長者的睡眠質素，養真苑職業治療師引入一項新的另類治療方法－香薰治療。此治療方法包括香薰按摩及在院友床邊添加香薰精油。從觀察所得，上述治療方法對於老年痴呆症院友之睡眠質素有所改善，從而減少他們在

Aromatherapy

In order to improve the sleeping quality of our residents, the occupational therapist of Yang Chen House had introduced an alternative therapy – aromatherapy to them. This therapy consisted of two components namely body massage and placing the aroma diffuser at the residents' bedside. As observed, the treatment

日間出現思睡或煩躁不安的情況。鑑於其成效顯著，香薰治療已成為本院其中一種恆常應用的方法。

外展足療服務

長者的足部如身體的其他器官般，都會出現不同程度的變形或退化，若缺乏及時與適切的護理，除了因足患而不能外出外，其社交生活也受到影響，而嚴重者更會面對截肢的危機。有見及此，養真苑物色了一間收費合宜的足部護理公司，每兩個月一次為有需要的長者提供到院的足部護理服務。此計劃可彌補現時醫療系統中足療服務之不足，頗受長者歡迎。

was especially good for those demented cases. While they were sleeping better, their drowsiness as well as agitation was reduced during the daytime. In light of the positive effect, the aromatherapy has become one of the commonly-used methods in the House.

Podiatry Service

Like other organs, the elders' feet will be deformed or degenerated if not receiving timely and appropriate treatment. Apart from physical suffering, their social life will be affected. Worst of all, they may face the risk of lower limb amputation. In this light, Yang Chen House identified a health care company to provide an on-site podiatry service for our needy residents once every two months with reasonable charges. This arrangement was able to cover the foot care service demands under the existing health care system. Most of the participants expressed appreciation about the service.

特別活動

社區安老： 多面協作及夥伴關係 研討會—與醫院管理局攜手合作

要落實社區安老的政策目標，家居照顧服務與地區協作單位，尤其是與醫療系統的合作變得愈來愈重要。本會在2010年6月9日，與醫管局合辦了上述的研討會，檢視了現時在醫療系統、地區夥伴和家居照顧服務單位的協作情況，一同探討社區安老和家居照顧服務的未來方向，並由本會的合作夥伴在研討會上匯報了4個協作計劃。會上我們邀請了安老事務委員會主席、社會福利署、醫管局、地區醫院、國際及本地的學者及地區夥伴單位的代表，進行演說及分享他們在前線進行的夥伴合作先導計劃。業界同工報名踴躍，超過380人出席當日活動。

Special Events

Seminar on Aging in Place: Multifaceted Collaboration and Partnership, Collaboration with Hospital Authority

To actualize the policy objective of 'aging in place', the importance of the Home Care Service and its collaboration with different community partners, especially the medical service is increasing. We organized the seminar in collaboration with Hospital Authority on June 9, 2010, with an aim to review the existing collaboration among medical sector, community partners and home care service and to explore the future direction of home care services and aging in place. Four of our collaborative projects were presented by our partners in the Seminar. We invited the Chairman of the Elderly Commission, representatives of Social Welfare Department, Hospital Authority, local hospitals, local and international academia and local community partners to give speeches and present their pilot partnership projects in frontline practices. We were overwhelmed by in-fielders' event applications, and had more than 380 attendants in the event.



2010年6月9日與醫管局合辦的研討會，參加人數眾多，講者、嘉賓雲集。
Honourable guest speakers and lists of participants attending the seminar collaborated with Hospital Authority on June 9, 2010.



研討會工作人員與前醫管局行政總裁蘇利民在會後合照。
Staff took photo with Mr. Shane D Soloman, Former CEO of Hong Kong Hospital Authority after the Seminar on June 9, 2010.

國際會議上發表報告

本會在「2010 社會工作及社會發展國際會議：議程」上，發表了兩項服務研究報告。其中一項報告是有關本會與香港理工大學康復治療科學系協作的輕度認知障礙先導計劃服務的檢討報告，另一項是我們與聯合醫院理遺科診所的先導合作計劃檢討報告。

本會的兩位服務總監，袁淑儀女士及唐彩瑩女士，在 2011 年 2 月獲邀出席新加坡舉行的綜合照顧亞洲會議，並在會議上發表有關我們在日間照顧及家居照顧服務的演說。

長者友善社區計劃

順安長者地區中心過去一年致力建立長者友善社區，並分別獲觀塘區議會及香港房屋委員會贊助，於秀茂坪、順天邨及順安邨與當地地方團體成員，舉行家訪及健康活動，促進長者與相關屋邨居民的鄰里關係，並加強長者的社區支援網絡，共建友善和諧的社區。

International Conference Presentation

We had two service studies presented in the '2010 Joint World Conference on Social Work and Social Development: The Agenda'. One of them was about our pilot project and evaluation study on Mild Cognitive Impairment Project which was collaborated with the Department of Rehabilitation Science of the Hong Kong Polytechnic University and the other one was on our pilot project and evaluation study on the Urinary Incontinence Project which was collaborated with the Continence Clinic of the United Christian Hospital.

Our Programme Directors, Miss Janice Yuen and Miss Tong Choi Ying were also invited for oral presentations on CFSC's Day Care and Home Care Services in the Asian Conference on Integrated Care in Singapore in February 2011.

Elder Friendly Community Projects

Shun On DECC endeavored to build an elder-friendly community over the past year. Under the sponsorship from the Kwun Tong District Council and Hong Kong Housing Authority, the Centre successfully conducted home visits and health activities with respective local bodies at Sau Mau Ping, Shun Tin and Shun On Estates for their elders. Not only did these activities enhance the elders' relationship with their neighbours but also strengthen their social support on which a friendly and harmonious community was built up.



順安及真光苑長者地區中心合力與地區團體建立長者友善社區，強化長者的支援網絡。

Shun On and True Light Villa DECC collaborated with local bodies to build up elder friendly community and strengthen the social support of the elders.

長者性教育活動 吸引傳媒報導及社會關注

耆性資源輔導中心獲觀塘區議會贊助，舉辦有關預防長者受性騷擾活動，並透過互動話劇及真實個案的演繹，教導長者認識性騷擾和有關預防方法。中心亦進行了一項「老夫少妻婚姻生活滿意程度」調查結果分享會，真實地反映了老夫少妻於婚姻上的適應和需要。香港大學

Sex Education Programmes for the Elderly Attracted Public Concern and Mass Media to Report

Sex Resources and Counseling Centre for the Elderly got sponsorship from the Kwun Tong District Council to organize interactive drama reflecting genuine cases of sexual harassment to the elders. Participants were educated deeply to keep away from sexual harassment. Besides, the Centre also conducted a sharing session on a survey on "The level of Life Satisfaction of Older Husband and Young Wife" which revealed the need adjustment of

護理學系邀請中心專業同工及長者義工，向護理系學生講解長者的性問題和需要。上述活動以輕鬆手法消除公眾對老年與性的誤解，前兩項活動更受本地傳媒廣泛採訪和報導，實有助長者及社會大眾以健康的態度正視長者的性問題及需要。

these age-distant couples. The Department of Nursing Studies of the University of Hong Kong invited the Centre staff and volunteer to talk on sexuality among elders for their nursing students. All these activities were conducted in an interesting and relaxing atmosphere which helped correct the participants' myths of elderly sex. The first two activities were widely reported by local mass media which indeed helped the public concern the sexual health of the elderly positively.



耆性資源輔導中心以生動的互動話劇（左）教育長者遠離性騷擾；「老夫少妻婚姻生活滿意程度」調查分享會（右）反映老夫少妻婚姻上的適應需要；兩者均吸引傳媒廣泛報導，加強社會人士對老年與性的認知。

Drama performed by the Sex Resources and Counseling Centre for the Elderly (Left) helped the elders keep away from sexual harassment while their press release for the survey on "The level of Life Satisfaction of Older Husband and Young Wife" (Right) genuinely reflected adjustment needs of the age-distant couples. Both activities raised public concern on elderly sexuality positively through wide report by the mass media.

「老有所為活動計劃」

"Opportunities for the Elderly Project (OEP)"

真光苑長者地區中心及順安長者地區中心分別獲「老有所為活動計劃」資助，舉辦不同的精彩跨代共融活動，以鼓勵長者與年青人溝通及互相關懷。順安長者地區中心的計劃提供不少機會讓長者與南亞裔青年合作交流，並獲提名角逐「老有所為活動計劃」特別獎項。

Under the sponsorship of OEP, Shun On DECC and True Light Villa DECC launched various attractive activities to encourage the elders to integrate and communicate with younger generation such that mutual concern could be developed. The project of Shun On DECC rendered lots of opportunities for the elders to cooperate and exchange with the South Asian youths and was recommended to sit for the competition for Special Award of the OEP.

老有所為活動 - 馬賽克物品製作

Making of Mosaic Art-crafts

養真苑獲得社會福利署「老有所為活動計劃」撥款舉辦一項名為「拼出彩虹—繽紛人生藝術發展計劃」。匯知中學的義工接受訓練後，到院舍定期探訪院友之餘，並與他們一起製作馬賽克相架及飾物盒。該項活動增添了長者生活上的色彩。

Sponsored by the Social Welfare Department under the scheme of the "Opportunities for the Elderly Project", Yang Chen House carried out a project named as "Painting a Rainbow Life". The House engaged a group of students from Qualified College to be volunteers. After receiving related training, they paid regular visit to the House and make mosaic art-crafts with our residents. Through the project, the daily life of our elders was enriched.



◀ 「拼出彩虹—繽紛人生藝術發展計劃」。
"Painting a Rainbow Life".

「老有所為活動計劃 - 長幼共聚論茶藝」

景林安老院喜獲社署「老有所為活動計劃」的資助，舉辦了一項名為「長幼共聚論茶藝」之活動，讓長者及青年人透過認識中國茶道，包括茶的源流、茶的種類、泡茶技巧、茶與生活及茶與健康等知識和文化，將自己人生經歷混合在茶道上，分享彼此對生活的態度和人生閱歷，體會長幼共融的經驗。經過多次課堂後，院友和青年人在院舍的中秋晚會中，合作沖泡幾款中國名茶，讓全院院友及其家屬品嘗，大家都在愉快的氣氛中渡過。

The "Art of Tea"

With the sponsorship of the "Opportunities for the Elderly Project", King Lam Home for the Elderly organized a programme titled the "Art of Tea" with the aim to enable an integration of different generations by sharing their life experiences when they joined a series of sessions to learn how to prepare different kinds of tea. After a few learning sessions, the elders and the youth were engaged to make teas for the mid-Autumn festival programme. Their efforts were highly appreciated and all participants enjoyed much in the warm atmosphere.

伙伴合作計劃

Partnership Projects

音樂律動對提升 老年痴呆症患者的認知能力研究

Research on the Effects of Music-with-movement Intervention on Nursing Home Residents with Moderate Dementia

養真苑與香港理工大學合作，進行了一項關於音樂律動對中度老年痴呆症患者的功效研究，為期約三個月。是項研究邀請了十數位院友參與律動活動。在懷舊音樂播放下，院友跟隨音樂及研究員的示範，一起作各類簡單的上下肢運動。該研究初步發現音樂律動能夠減緩院友在認知能力上的退化，以及改善院友之問題行為。

Yang Chen House and the Hong Kong Polytechnic University have jointly carried out a research to explore the impact of music rhythms movement on the cognitive functions of those demented elders having moderate impairment. This research lasted for three months and around 10 residents were engaged. Under the broadcasting of the old songs, the participants were taught to follow the music rhythms and perform the upper and lower limbs exercises. The preliminary results indicated that the exercises could reduce the deterioration of the cognitive functions. Meanwhile, their behavioural problems were improved.



音樂律動對提升老年痴呆症患者的認知能力研究。

Research on the Effects of Music-with-movement Intervention on Nursing Home Residents with Moderate Dementia.

「社區老人評估小組 / 到訪醫生合作計劃」

本會兩所安老院已參加了醫院管理局推行之「社區老人評估小組／到訪醫生合作計劃」，並由基督教靈實協會派出到訪醫生，每星期兩次到訪院舍，除了監察社區老人評估小組轉介的長期病患者之健康情況外，亦會理順新入住長者的服藥安排和及早治理患有傳染病徵狀的院友。這項計劃既可減少長者使用急症室的次數，也可減低傳染病在院舍內爆發的風險。

Community Visiting Medical Officer

Our two elderly homes have joined the “Visiting Medical Officer/Community Geriatric Assessment Team Collaborative Scheme” implemented by the Hospital Authority. Accordingly, a medical officer coming from the Haven of Hope Christian Service paid regular visit to each of our homes twice a week. Apart from monitoring the health conditions of the residents referred by the community geriatric assessment team, the medical officer would streamline the medication procedures for our newly admitted residents and assess whether they carried symptoms of infectious disease. The scheme was effective to reduce the frequency of attending Hospital's A & E Department and to lower the risk of infection outbreak in elderly homes.

「松柏滅罪先鋒」計劃

真光苑長者地區中心繼續與「觀塘警區」、「觀塘區撲滅罪行委員會」及「觀塘區議會」合辦「松柏滅罪先鋒」計劃，培訓了觀塘區多間長者中心近一百名長者成為松柏滅罪先鋒，一起透過話劇及街頭活動，教育長者預防受騙。

“Anti-crime Ambassadors Scheme”

True Light Villa DECC continued the collaboration with the Kwun Tong Police, Kwun Tong Anti-Crime Committee and the Kwun Tong District Council to train almost 100 elders from local elderly centres to become the Anti-crime Ambassadors who were committed to help the other elders keep away from deception through drama and on-street educational activities.



松柏滅罪先鋒齊心合力指導長者避免受騙。

Anti-crime Ambassadors collaboratively guided the elders to keep away from deception.

「長者家居十大危機」

真光苑長者地區中心與觀塘城市督導委員會及觀塘南分區委員會在2010年6月舉辦一系列有關家居環境安全活動，目的是教導長者如何佈置家居以預防意外發生。當中發佈了最容易導致意外的「長者家居十大危機」，並獲傳媒廣泛採訪和報導，深化教育長者有關家居安全意识。

"The 10 Most Dangerous Settings at Elderly Home"

True Light Villa DECC collaborated with Kwun Tong Healthy City Steering Committee and Kwun Tong South Area Committee to conduct a series of activities concerning home environment safety which aimed at educating the elders to prevent home accidents by proper home arrangement and setting. One of the activities had identified the 10 most dangerous settings at elderly homes which were widely reported by mass media and indirectly enhanced the elders' knowledge in keeping home safety.



觀塘城市督導委員會及觀塘南分區委員會與真光苑長者地區中心合力移除長者家居危機以改善他們的居住環境安全。Kwun Tong Healthy City Steering Committee and South Kwun Tong Area Committee collaborated with True Light Villa DECC to improve the home safety of the elders.

長者地區中心職員獲香港電台第五台邀請定期於節目中討論有關長者教育議題如憤怒的處理或家居安全。DECC staff was regularly invited to RTHK Channel 5 to talk about educational issues such as anger management or home safety for the elderly.





去年冬天天氣寒冷，昇鋒國際有限公司送出暖風機，由義工家庭協助把暖風機送到居家的長者手中。
It was a cold winter in 2010, family volunteers helped deliver heaters donated by Prologic International Ltd to home care service users.



信和集團義工協助送上滋潤湯水到長者家中表達關懷。
Volunteers of the Sino Group delivered soup to home care service users and showed their concerns.



滙豐銀行義工探訪居家長者，並送上月餅。
Volunteers from HSBC visited our home care service users and delivered Moon Cakes.



觀塘改善家居及社區照顧服務「嘻哈快樂組」- 職員與長者製作福字相架。
“Happy Group” of Kwun Tong Enhanced Home & Community Care Service - users and staff made the photo frame.



觀塘改善家居及社區照顧服務護老者戶外活動，前往觀塘海濱花園長廊進行復康運動及野餐。
Carer outing activity of Kwun Tong Enhanced Home & Community Care Service – conducted Rehab exercise and picnic at Kwun Tong Promenade.



觀塘長者日間護理中心慶祝雙親節大旅行。
Celebration of Mother's & Father's Day by Kwun Tong Day Care Centre for the Elderly.



觀塘長者日間護理中心耆樂義工會員探訪已入住院舍的舊會員。
Kei Lok Volunteer Group of Kwun Tong Day Care Centre visited the ex-members who had enrolled into residential care home.



黃大仙改善家居及社區照顧隊「南蓮園池之旅」。
“Outing to Nan Lian Garden” by Wong Tai Sin Enhanced Home & Community Care Service.



黃大仙改善家居及社區照顧服務「暢遊科學園」。
“Outing to Hong Kong Science Park” by Wong Tai Sin Enhanced Home & Community Care Service.



觀塘長者日間護理中心與愛德循環運動義工合辦聖誕聯歡活動。
Christmas Party collaborated with Chain of Charity Movement by Kwun Tong Day Care Centre for the Elderly.

2010-2011 服務統計 (截至 2011 年 3 月 31 日)
Service Statistics (as at March 31, 2011)

長者地區中心 District Elderly Community Centre

社區支援服務 Community Support Services

會員總數 Total Number of Members

| 順安長者地區中心 Shun On District Elderly Community Centre | 真光苑長者地區中心 True Light Villa District Elderly Community Centre | 總數 Total |
|--|--|----------|
| 1,459 | 1,395 | 2,854 |

會員性別分佈 Sex Distribution of Members

| | 順安長者地區中心 Shun On District Elderly Community Centre | 真光苑長者地區中心 True Light Villa District Elderly Community Centre | 總數 Total |
|----------|--|--|----------|
| 男 Male | 471 | 422 | 893 |
| 女 Female | 988 | 973 | 1,961 |

會員年齡分佈 Age Distribution of Members

| | 順安長者地區中心 Shun On District Elderly Community Centre | 真光苑長者地區中心 True Light Villa District Elderly Community Centre | 總數 Total |
|--------------------|--|--|----------|
| 60-64 | 109 | 73 | 182 |
| 65-69 | 201 | 150 | 351 |
| 70-74 | 326 | 305 | 631 |
| 75-79 | 382 | 407 | 789 |
| 80-84 | 257 | 273 | 530 |
| 85-89 | 139 | 147 | 286 |
| 90 或以上 or above | 45 | 40 | 85 |
| 總數 Total | 1,459 | 1,395 | 2,854 |

義工人數及年齡分佈 Total Number and Age Distribution of Volunteers

| | 順安長者地區中心 Shun On District Elderly Community Centre | 真光苑長者地區中心 True Light Villa District Elderly Community Centre | 總數 Total |
|--------------------|--|--|----------|
| Below 60 以下 | 41 | 74 | 115 |
| 60-69 | 50 | 64 | 114 |
| 70-79 | 74 | 59 | 133 |
| 80-89 | 19 | 19 | 38 |
| 90 或以上 or above | 1 | 0 | 1 |
| 總數 Total | 185 | 216 | 401 |

護老者人數及年齡分佈 Total Number and Age Distribution of Carers

| | 順安長者地區中心 Shun On District Elderly Community Centre | 真光苑長者地區中心 True Light Villa District Elderly Community Centre | 總數 Total |
|--------------------|--|--|----------|
| Below 30 以下 | 3 | 2 | 5 |
| 30-39 | 20 | 16 | 36 |
| 40-49 | 35 | 88 | 123 |
| 50-59 | 43 | 95 | 138 |
| 60-69 | 59 | 40 | 99 |
| 70-79 | 104 | 46 | 150 |
| 80 或以上 or above | 46 | 35 | 81 |
| Total 總數 | 310 | 322 | 632 |

輔導個案 Total Number of Counseling Cases

| | 順安長者地區中心 Shun On District Elderly Community Centre | 真光苑長者地區中心 True Light Villa District Elderly Community Centre | 總數 Total |
|--|--|--|----------|
| | 477 | 482 | 959 |

耆性資源輔導中心 Sex & Counseling Centre for the Elderly

| | |
|------------------------------------|----|
| 電話熱線 Total Number of Hotline Calls | 47 |
|------------------------------------|----|

長者日間護理中心 Day Care Centre for the Elderly

會員人數 Total Number of Members

| | | |
|------|------------|-----|
| 會員人數 | Membership | 252 |
|------|------------|-----|

家居及社區照顧服務 Home and Community Care Services

| 綜合家居照顧服務 | Integrated Home Care Services | |
|----------------|--|-------|
| 個案總數 (普通個案) | No. of cases handled (Ordinary cases) | 1,376 |
| 新個案 | No. of new cases | 316 |
| 終結個案 | No. of closed cases | 376 |
| 個案總數 (體弱個案) | No. of case handled (Frail cases) | 78 |
| 新個案 | No. of new cases | 15 |
| 終結個案 | No. of closed cases | 20 |
| 黃大仙改善家居及社區照顧服務 | Wong Tai Sin Enhanced Home and Community Care Services | |
| 個案總數 | No. of cases handled | 300 |
| 新個案 | No. of new cases | 96 |
| 終結個案 | No. of closed cases | 85 |
| 觀塘改善家居及社區照顧服務 | Kwun Tong Enhanced Home and Community Care Services | |
| 個案總數 | No. of cases handled | 313 |
| 新個案 | No. of new cases | 60 |
| 終結個案 | No. of closed cases | 77 |

院舍服務 Residential Service

| | | |
|----------------|---|-----|
| 安老院宿位 | Home-for-the-Aged places | 33 |
| 提供持續照顧的護理安老院宿位 | Care-and-attention places providing continuum of care | 173 |
| 自負盈虧宿位 | Self-financing places | 1 |
| 院友總人數 | Total no. of residents | 207 |